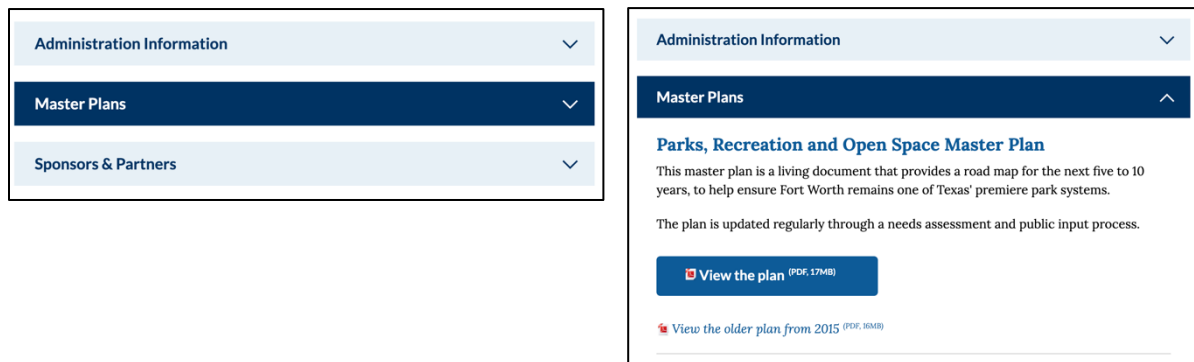


Open Cities (OC): Glossary of Terms

This training will be a helpful reference guide for Department Web Representatives who are learning about the Open Cities Content Management System for the first time.

Accordion menus

Accordion menus are menus that have a large amount of information “nested” inside of them, that can fold that information in or out on the page, like an accordion. They’re usually distinguished by a down arrow in the right corner of the menu bar, and are used to help keep large amounts of information from overwhelming a page.



*Learn more about how to access and edit accordion menus in **Section IV. Editing your page’s content in the WYSIWYG Editor** in your handbook.*

CSS

CSS technically stands for “Cascading Style Sheets”, which are used to dictate how certain elements – like buttons, call-out boxes, etc. – are displayed on a web page, so they stay looking consistent across the entire site.

*You can learn about how to apply CSS to create buttons and call-out boxes in **Section IV. Editing your page’s content in the WYSIWYG Editor** in your handbook.*

Check out / check in

It’s important that two different users are not able to work on the same webpage at the same time – if that happens, the system might get confused, and the users might overwrite each other’s work. OC solves that problem by making users “check out” a web page in order to make any edits, and check it back in if they need others to be able to access it.

*Learn more in the **Working on pages – Checking in and out** section in your handbook.*

Content labels

Content labels help certain pages on the website collect a variety of links to related pages through the use of tags, or “labels”. By making sure to label similar types of content, web representatives can help different elements of the website – from department pages to the Search function – run more smoothly.

Content management system

A content management system is a fancy name for the program or application where a website lives. Think of the content management system as a giant filing cabinet that keeps all of the different web pages inside of it orderly and organized.

Open Cities is the name of the new content management system for the City of Fort Worth website.

Content type

Open Cities has many different types of content that users can create or edit. Many of these content types do very different things – some can create a webpage, while another creates a calendar events, or control a rotating slideshow. Each content type has a different icon associated with it, so you can tell at a glance what it is and what it does – with some practice!

Learn more in the [About page templates](#) section in your handbook.

Dashboard

The Open Cities Dashboard is where you and your fellow Department Web Representatives will update your department’s webpages. It’s the first thing you see when you log in to Open Cities.

The dashboard can be accessed at fortworth.admin.opencities.com

Learn more in the [Getting Oriented: Open Cities Dashboard](#) section in your handbook, or view the [Content Dashboard breakdown](#) at the end of this glossary.

Documents and images

Documents are usually PDF files that contain a lot of written information, like lists, budget sheets, or annual reports. They’ll always appear on the website with a PDF icon next to them.

Images are usually smaller JPG files that are used for marketing or promotional purposes, like slider images or stock photos at the top of pages.

There’s A LOT to learn about documents and images in the [VII. Files, documents and images](#) section in your handbook.

Headings

Headings are very important in web design, because when users' eyes see them, they automatically start to create a hierarchy of information, with the largest text as the most important – think of chapter titles in a book. As the text gets smaller, the information gets more and more specific and specialized (sub-sections within the larger chapter, etc.)

Heading 1 is usually the page title.


Heading 2 is usually the section title.

Heading 3 is usually a sub-title within the section

Body text is usually the “normal text” used to convey the bulk of your information.

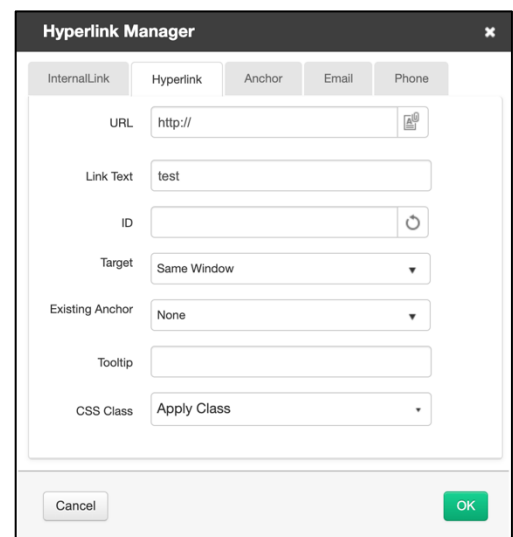
Learn more about headings and how to use them in the [How to use headings](#) section of your handbook.

Hyperlink manager

When you're in the WYSIWIG editor and would like to add a link to your page, you'll need to go into the top navigation menu and click on the Hyperlink Manager icon. ()

This will open up the Hyperlink Manager, which will give you a series of choices via the tabs at the top of the menu:

- Insert an **Internal Link** to a page that already exists on the city website.
- Insert a **Hyperlink** to a page that is NOT part of the city website.
- Insert an **Anchor Link** to reference a certain section of a certain page on the city website.
- Insert an **Email Address**, so people can contact you.
- Insert a **Phone Number**, which will allow users reading the page on a mobile device to click on the link to call you from their device.

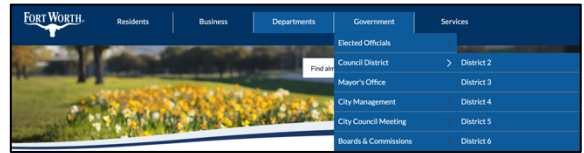


The screenshot shows the 'Hyperlink Manager' dialog box with the 'Hyperlink' tab active. The 'URL' field contains 'http://'. The 'Link Text' field contains 'test'. The 'ID' field is empty. The 'Target' dropdown is set to 'Same Window'. The 'Existing Anchor' dropdown is set to 'None'. The 'Tooltip' field is empty. The 'CSS Class' dropdown is set to 'Apply Class'. At the bottom, there are 'Cancel' and 'OK' buttons.

You can learn about how to insert hyperlinks into your pages in [Section IV. Editing your page's content in the WYSIWYG Editor of your handbook.](#)

Navigation menus

Navigation menus are simply menus of different links that are there to help you make your way around the website. For example, the top navigation of the city's new website opens into different secondary menus depending on which option you choose.



Preview

The “preview” option at the top of your dashboard is a handy feature if you want to know what your web edits will look like before you make your submission. Just click “save” to save your work, and click the “preview” button to view what it will look like. (NOTE: Your changes will not show up in the “preview” box if you haven’t saved them first.)

*You can learn about how to use the preview button in the **Working on pages – Checking in and out** section of your handbook.*

Roles

Every single user that can edit content on the city website has been assigned a Role within Open Cities. This role governs which pages they’re able to edit, and dictates where they are in their department workflow.

*Learn more about roles in Open Cities in the **I. Roles in Open Cities** section of your handbook.*

Scheduling

Many different types of content in Open Cities -- including pages, events, and slides -- can be scheduled ahead of time to publish/appear on the website at specific dates/times. When viewing the content on your dashboard, this scheduling capability can often be accessed from the “settings” tab directly beneath the page name/most recent version of the page.

*Specific information on how to schedule events/calendar entries is located in the **How to Edit An Existing OC Event** section of your handbook.*

SEO (Search Engine Optimization)

“SEO” means “Search Engine Optimization”, and refers to a technique that helps search engines like Google (or even the city’s own Search function on the website) behave more efficiently and generate more relevant search results based on a combination of labels, content associations, and previous search history.

Versions

Every time a page is edited, another version of that page is created. This allows for a page to keep track of its edit history (when it was last edited, by whom, what was changed) and is helpful for content reviewers to see what content editors have changed when they edit a page.

*More about how reviewers can use different versions of a page to compare edits can be found in the **Approving content** section of your handbook.*

WIP (Work in Progress)

When a page is checked out or being edited by a user, Open Cities refers to it as a WIP, or “Work in Progress”. Users can access their “Works in Progress” quickly from the home page of their dashboard in the “My Content” window.

Workflow

When an edit is made to a webpage, it kicks off an approval process that ensures the change has been vetted by department communicators or members of the Communication & Public Engagement Department before it is finally posted to the website. Depending on your role, you will operate at a different stage of your department’s workflow. Reviewers of your edit can either approve your change (in which case it’s one step closer to going live on the website) or reject your change, in which case you will be provided with comments to tweak your edit before submitting it back through the workflow.

Pages that are currently processing through the workflow can be identified by a little blue arrow on the content icon.

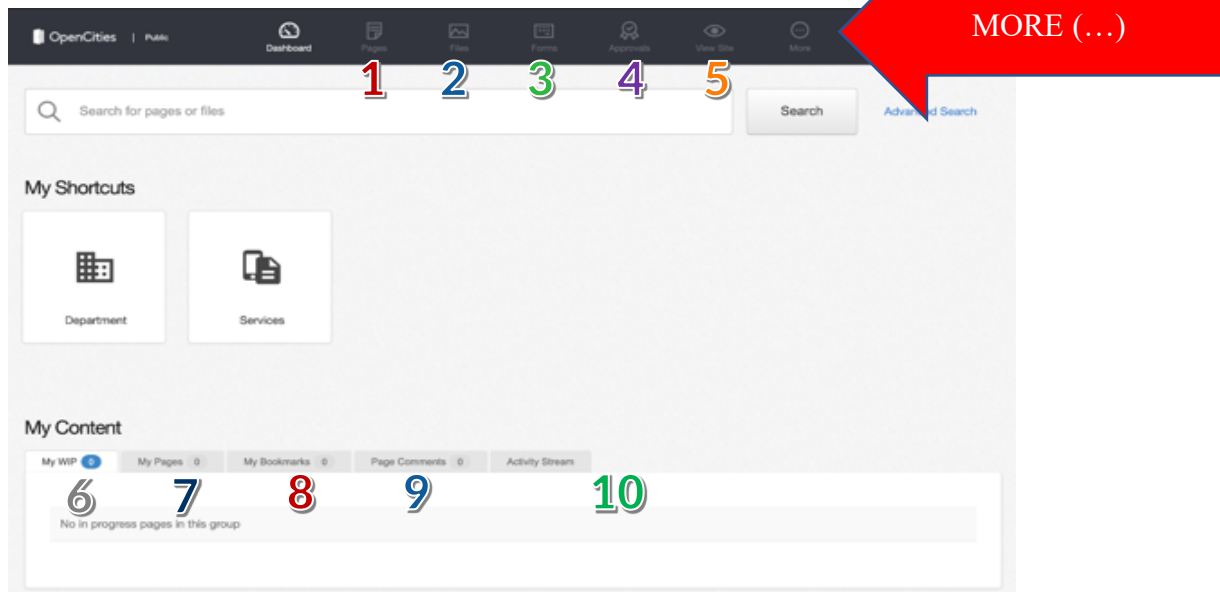
*Learn more about roles in Open Cities in the **I. Roles in Open Cities** section of your handbook.*

WYZIWIG (Pronounced “Whizzy-wig”)

The term may look funny – it stands for “What You See Is What You Get” – but these powerful editors are what allow users to edit much of the body content of their webpages, and represent some of the places where you can get the most creative in your layouts. Represented by blue boxes with pencils in them, clicking on a WYZIWIG editor when updating your page will open up a new box containing a top navigation that looks very similar to what you’d expect to see in Microsoft Word or in your email client.

*Information on how to edit information in your WYZIWIG editor can be found in the **VI. Editing your page’s content in the WYZIWIG Editor** section of your handbook. You can also take a look at the General Page and Service Page breakdowns below to learn where you can find the editor.*

BREAKDOWN: CONTENT DASHBOARD



1: Pages. View a menu of all the pages on the city website. Useful if you need to update a page.

2: Files. View a menu of all PDF/image files on the city website. Useful if you need to update a PDF or an image.

3: Forms. View the OpenForms portal. Useful if you need to edit an online form.

4: Approvals. Check to see where your updates are in the approval process, or approve department changes.

5: View site. Pulls up the current published version of the website, starting at the homepage.

6: My WIP. “Work in Progress” pages are pages that you’ve been working on, but haven’t published yet.

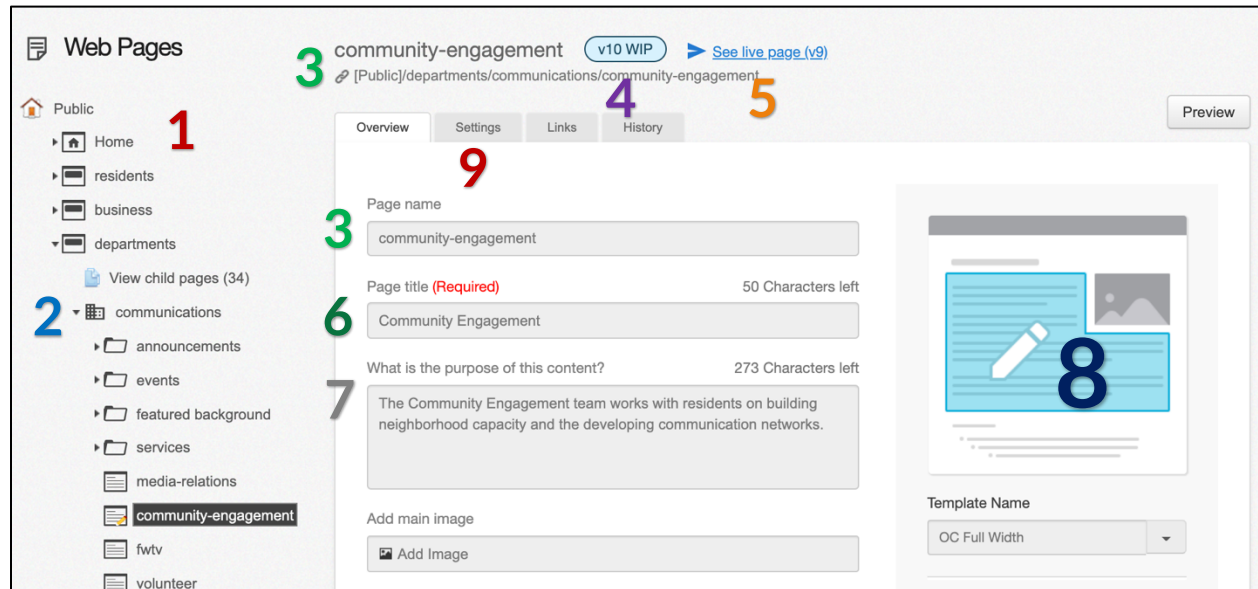
7: My Pages. Shows all the pages you’ve worked on.

8: My Bookmarks. Shows pages that you’ve bookmarked.

9: Page Comments. View user comments on pages you’ve worked on.

10: Activity Stream. A record of all of your activity within Open Cities.

BREAKDOWN: GENERAL PAGE



1: Navigation menu. This menu is how you access your department pages, drilling down through different levels of content and “viewing the child pages” to see content that’s nested under certain folders or pages.

2: Department pages. These are the pages that are capable of being edited by your OC account. Folders or pages with a tiny triangle icon next to them indicate sub-pages nested inside.

3: Page name. This is the name of the webpage that will become part of the page web address. Keep it lowercase, and use hyphens (-) between the words instead of spaces so it will read properly.

4: WIP. This means that the version of this page that you are currently working on – version 10, in this case – is the page’s current “work in progress”.

5: See live page. View the page that’s live now, before your changes have been made.

6: Page title. This is different from the Page Name, because this is what the title of the page will be on the page that the public sees.

7: Content purpose. This is where you’ll need to explain the purpose of the page. Use your words carefully, as this section helps the site’s search bar (and Google) perform better.

8: WYIWIW Editor. This blue window with a pencil will be a common site across many pages, and lets you edit a lot of the information located in the main body of your page.

9: Settings. If you’d like your page to unpublish after a certain date, or publish on a certain date, these scheduling functions are controlled in the “settings” tab of your page.

BREAKDOWN: SERVICE PAGE (Notice the tabs – that's the difference.)

1 camp v12 Published [See live page \(v12\)](#)
[Public]/departments/parks/services/camp

1 Page name
camp

2 Service title (Required) 55 Characters left
Camp Fort Worth

Add service summary 96 Characters left
School may be out, but the fun and learning doesn't have to stop. Enroll your children in Camp Fort Worth and let them discover new skills and friendships.
The Camp Fort Worth program is full of challenging and creative...

Add image
2019-SDC-Web.jpg
Unlink Edit

Show image on details page
☒ Yes

3 Template Name
OC Default

Content Type : OC Service
Owned by : Andrea Duffie
Last edited by : Andrea Duffie

4 Modes of interaction
Modes (separate each step of the mode with a 'Heading 3')
Panel Title
Register online
Register at a community center

1: Page name. This is the name of the webpage that will become part of the page web address. Keep it lowercase, and use hyphens (-) between the words instead of spaces so it will read properly.

2: Page title. This is different from the Page Name, because this is what the title of the page will be on the page that the public sees.

3: WYIWIW Editor. This blue window with a pencil will be a common site across many pages, and lets you edit a lot of the information located in the main body of your page. Notice that there are TWO WYIWIW Editors on Service pages.

4: Modes of interaction. If you're on a Service page, this is the area you'll visit to edit the service tabs. Click the buttons to the right of the text box to edit each tabbed section.

